connector

Linking the Triaster community

Welcome

Emma Harris // Operations Director

An absolutely packed Connector this edition. General Dynamics UK, ING Direct UK and Skanska UK have all been kind enough to share their thoughts on what makes a Business Management System (BMS) successful. They have also given us some insights into how they have each customised their Process Libraries, so three case studies in one!

As you will see, one of the things that they all agree on is that a successful BMS is one that is used. Of course the only way to know if it is used is to measure usage. Thank you therefore to Q Tucker, who has written an article about how Fugro GEOS measure their Library usage. Perhaps in contrast, some of you have used Google Analytics. Let us know how you got on via www.triaster.co.uk/connector

Sharing information about how Triaster customers do things differently is one of the key objectives for the Connector, so I was delighted when Q offered me his article. All of you will be doing something interesting with your Process Library – how about sharing this in an article? Please just send me an e-mail or give me a call to get the ball rolling.

Also in this edition, some information about the next Triaster software release, version 11.2, as well as all the usual features and some good news about three members of the Triaster community; we wish every happiness to you all.

Emma Harris

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In this issue//

TRIASTER

The process improvement company

Three User-centric Process Libraries
General Dynamics UK, ING Direct UK and Skanska UK

Three of Triaster's customers, General Dynamics UK, ING Direct UK and Skanska UK, are jointly presenting at the Business Process Management Conference Europe 2012. This is taking place in London on 18th-20th June.

The subject of their presentation is, 'Getting Value from User-centric Process Libraries'. For more details on the conference (and to register) please go to www.irmuk.co.uk/bpm2012/

Ray Mullins (General Dynamics UK), Suzy Jearum and Terry Giles (ING Direct UK) and Kerry Ann Christelow (Skanska UK) met in February to discuss the contents of their presentation. They were kind enough to let Emma Harris sit in on the meeting. This is what she took away from their discussion.

Three very different companies
One immediate fact that jumped out was quite how different the three companies are:

Company Profile	Business drivers/ regulatory requirements	Audience
General Dynamics is a leading prime contractor and complex systems integrator working in partnership with government, military and civil forces and private companies around the world. They have 11 world-class facilities across the UK and internationally with over 1,650 staff in the UK.	Efficiency and quality – ISO 9001, AS9100 (Aerospace version of ISO 9001) and TickIT.	Technically orientated and skilled.
ING Direct UK is a UK based branch of the Dutch direct bank with offices in Reading and Cardiff. ING Direct is wholly owned by ING Group, one of the largest financial institutions in the world. They have millions of customers worldwide with over 1 million of those in the UK.	UK Financial regulations – FSA (Financial Services Authority) including TCF (Treating Customers Fairly).	Largely carrying out customer service and administrative tasks.
Skanska is one of the world's leading construction groups with expertise in construction, development of commercial and residential projects and public-private partnerships.They employ approximately 4,200 staff in the UK and undertake around £1.2 billion worth of work each year.	One Skanska approach to consistent project delivery and continual improvement. Key focus on Health, Safety & Environment. Company wide ISO certification and utilisation of business excellence models.	Project delivery teams both office and site based.

One common goal
However one thing that all three companies have in common is an understanding that for a business management system (BMS) to be of any value, it must be *used*. And it will only be used if it is *useful* and *usable* by the intended user.

Hence all three companies have put their employees' needs at the core of their BMS.

What do people find useful and usable?

Again there is a common understanding between the three companies that this can be summarised as follows:

* Accurate content
* That's easy to understand
* And easy to find

As Terry said, 'It's got to be less trouble to use the system than do anything else.'

They all also agree that the exact definition of what is accurate and easy to find and understand will depend on the end user. Hence the shared absolute requirement for a system that puts end users at the heart of it and is flexible enough to deliver differently against differing requirements.

Some common approaches

All three companies take a common approach to delivering a useful and usable BMS. They have all:

* Implemented a Triaster Process Library!
* Simplified and de-cluttered information published to their Process Libraries. They all agree that the capturing of information as process maps helps enormously, as doing so ensures that information is broken down and presented visually.
* Devolved ownership of the process maps to the person doing the job.
* Reduced the number of wordy documents held in their Libraries, as these are generally not read.
* Tailored the information to their specific end users. IT and engineers generally liking more detail and call centre support staff liking less.
* Routinely measure Library usage and ask for user feedback.
* Made the content accessible in their Process Libraries, within 3 clicks or fewer.
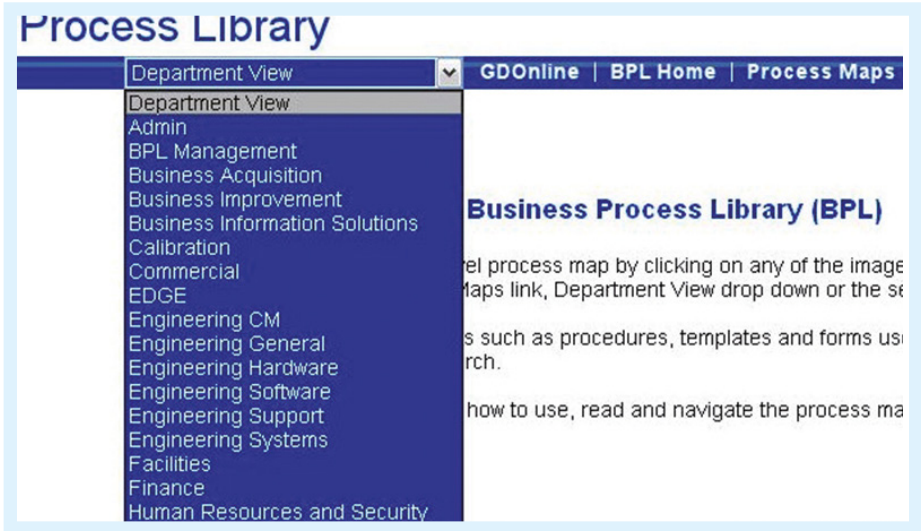
Some different approaches

The flexibility of Triaster has however been absolutely key to all three companies being able to tailor their Process Libraries to their end users' requirements. All three companies have implemented their Process Libraries in very different ways. Here are some of the differences:

General Dynamics UK have implemented a single library in the UK and customised it to enable users to access the system in alternative ways. The resources and department view are shown below.

Resources

Department view

Other customisations:
- Enable changes/modifications to processes and artefacts made in the last 30 days to be viewed.
- Have improved the search facility so that users can search for either maps or artefacts. More detail on how to implement this can be found on Triaster's Knowledge Base: www.tinyurl.com/linkingdms

ING Direct UK have also implemented a single Library, customising it as follows:
- Quick links to the Process Library on every page of their intranet.
- Drill-down menu pages to split business areas into departments.
- Risk ratings on activity shapes to colour the shape outline based on risk level (RAG).

Help pages

- There is a Help and Support icon on the help page which automatically opens an email to a process mapping mailbox, which provides business hours support to the user. This is pre-populated with the user's details and subject to make it quick and easy to use.
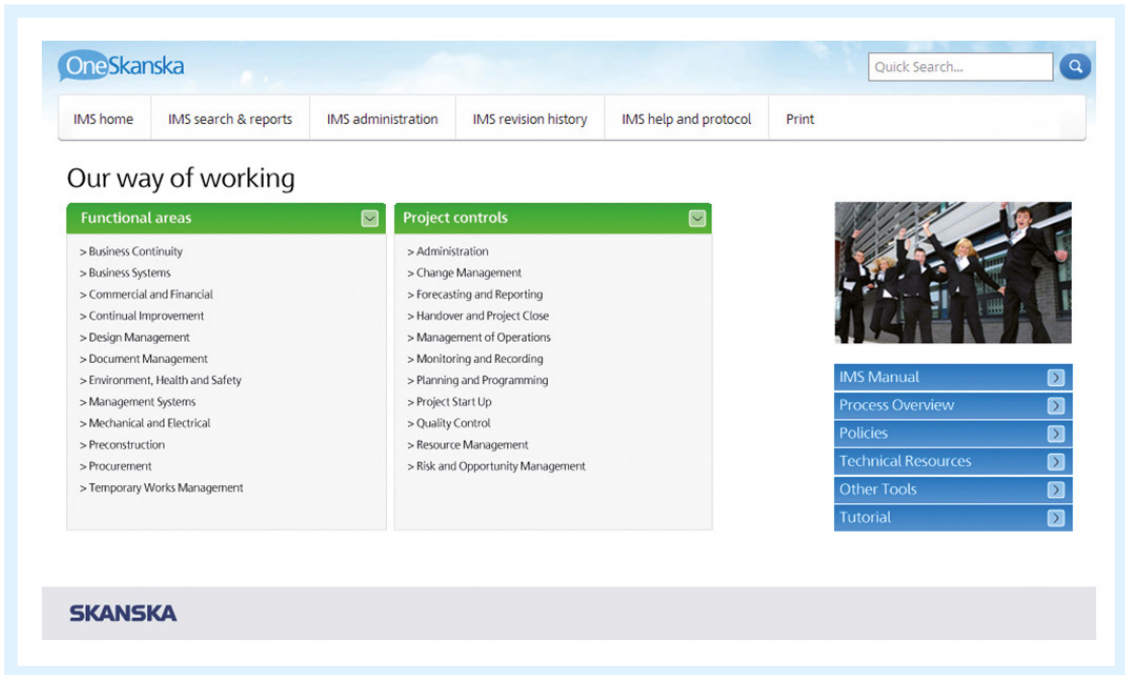- Two training presentations are linked to from the help pages. These are refreshers for Library users who need to create process maps.
- How to use this Library – Adobe Captivate (flash based) video tutorial available at a click to help users learn how to navigate around the library and maps.
- Feedback emails from the maps are pre-populated with the user's details and map name and version number in the subject line. This is used for general feedback from the end users and also to gain approval of new maps, which have been published to the Sandpit Library.
- Link to Infobank - this icon links activities or maps to a specific question in ING's Infobank knowledge base system. There is also a general link to Infobank and ING's Learning Centre from the Process Library menu.
- Mandatory scripts are shown using an exclamation mark. This highlights to the Call Centre Associates those scripts they require as part of each call.
- Included details of how they are treating customers fairly within the process nodes which links to the FSA's (Financial Services Authority) requirements for TCF (Treat Customers Fairly) to be embedded in the company culture.
- A 'Top 10 Process Maps' page and a 'What's New' page (which lists new maps published to the Library and presents Process Library news) accessible from their standard home page. The 'What's New' page design is shown below:

Skanska UK initially implemented a single Process Library within Skanska Civil Engineering.
Then in June 2010, whilst leaving their original Library in place to support on-going projects, Skanska began implementation of another Triaster Process Library - 'Our way of working' - which now delivers a management system that supports the whole of Skanska UK.

In total, about 40 Libraries have been implemented. However the Library architecture ensures that the end users feel that they are within a single system. The structure ensures that core processes, which everyone must follow, are consistently clear to everyone, but allows flexibility within ten diverse Operating Units (who have their own specific processes and procedures, tailored to meet local and project-specific requirements).

The One Skanska Library homepage contains menu options for each Operating Unit. Once the user has clicked into the relevant Operating Unit Library, they are given menu options for Skanska's core functions.

These core functions are mandatory and cannot be overwritten - the system prevents it. However, where the Operating Unit has its own processes and procedures, these appear seamlessly within the Library. The end user is therefore only able to access the processes that are applicable to that Operating Unit, be they core processes or OU-specific.

Processes are mapped using one template and procedures are mapped as flowcharts, using a second template specifically designed for the purpose.

All content can be easily found and understood by the end user.

And are the Libraries used?

The results of Library usage measurement and user feedback confirms that they are, although Skanska's 'Our way of working' has only just been launched so information on its usage is limited. Kerry Ann promises to update us in future editions of the Connector!

ING Direct's Library is very well established and for example, in January 2011, ING Direct had 4,000 hits on 200 process maps.

Some of the feedback from ING Direct staff has also been as follows:

Call Centre Feedback - Customer Service Associates

- There was a wide feeling of positivity surrounding Triaster; a lot of agents were happy and found it a very useful tool to help them when dealing with calls.
- On a big plus, the support teams found the facility very useful and user-friendly enabling them to locate answers to their questions efficiently.
- It's very good, clear and simple to use.

Back Office Feedback

- Clearer to understand, not so much to take in as the procedures.
- Step-by-step guide that you can quickly find what you need.

So all in all job very well done

Congratulations to all three companies and it will be a great presentation in June!

11.1.10 Process Navigator Maintenance Release

On 26th January 2012 Triaster announced the release of Process Navigator 11.1.10, which is the first maintenance release of version 11.1.

The primary aim of the maintenance release is to improve the reliability and usability of the Microsoft Excel roundtripping and to address known issues. For more information please go to www.triaster.co.uk/pn11110release.php

You can download the latest copy from http://knowledgebase.triaster.co.uk/Home/software-downloads

If you need any help please do contact support@triaster.co.uk or call us on +44 (0) 870 402 1242.

Working Groups

Several customers have involved us in their internal group meetings. For instance four Balfour Beatty Group customers recently set up a Working Group who met for the first time in January. Even though they all work for the same group, they do not have a chance to meet up day-to-day. They invited Triaster's Victoria Glancy to the meeting, which they felt was a great opportunity to share ideas, discuss the similarities and differences between their businesses - and workshop with Victoria.

Interserve FM also invite Victoria to attend their Process Council meetings, which they hold at Triaster's offices. This enables them to focus on their progress and plans for the solution across the Interserve business units.

If you would like to discuss how we can help you set up a similar group within your organisation, please contact Jo Dolton by calling +44 (0) 870 402 1234 or e-mailing crt@triaster.co.uk.
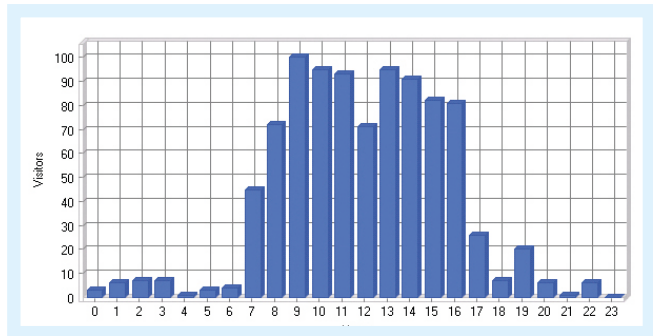
Measuring Process Library Usage
How Fugro GEOS goes about it

We are all striving to achieve high HSEQ standards in our businesses. At Fugro GEOS one of the tools in our armoury to communicate this is a Process Library, yet there is the persistent fear that staff do not perceive it as a 'default.' When this happens the consequences of those updated processes and documents being ignored whilst obsolete, habitual or 'local' copies continue to be used can lead to all sorts of non-conformance problems. This can make the company look unprofessional - in this current climate a disaster in itself.

We have introduced WebLog Expert (www.weblogexpert.com) to enable us to analyse the way our Process Library is being used.
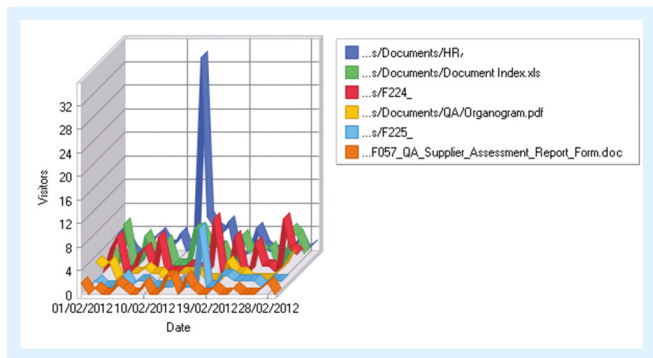
As this software sits wholly within our IT system, it satisfies the security concerns of our IT department, who don't like us using Google Analytics, which requires an external dependency.

With WebLog Expert we can look at trends and whilst some of these are obvious - it doesn't get much usage at night or at the weekends, for example - the interesting stuff arrives when we drill down a bit further.

We now have access to:

- **Activity Statistics:** Daily, hour of day, weekly, etc
- **Access statistics:** Pages and files most downloaded, named by file type. Also entry/exit pages, paths through the site, etc
- **Errors:** 404 errors, server errors, etc
- **Visitors:** Host IPs, countries, organisations
- **More:** including browsers, operating systems, referring sites, bandwidth usage

So the easy bit is done. The hard work will be analysing the data and from there, creating a strategy. How we achieve better use of the Process Library will be part philosophy, part psychology, listening, training and of course making our Process Library even more user-friendly.

About the author
Q Tucker
Library Administrator
Fugro GEOS

Click versus Hover

Paul Elson-Vining takes a look at ING Direct UK

Paul Elson-Vining // Professional Services Consultant

ING Direct UK were an early adopter of the dynamic homepage. They were looking for an intuitive and engaging style that is open, honest and informal, whilst appropriate for a financial services company.

Adopting the click interface, ING Direct have recreated their office environment with a desk pod theme. This theme has been continued with a 'Top 10 Process Map' page and a 'What's New' page, which link from a post-it note and the calendar. The end result is certainly very engaging and delivers exactly what ING were looking for.

Try out the user experience by going to www.tinyurl.com/INGDirectHome

Level 1 interface at rest

Paul's tip of the month

When creating process maps, people often struggle with how to get started. Using the Triaster Noun – Verb – Noun Methodology, you can create a simple input–activity-output table by drawing three columns on a pad. The first column (input) is for the trigger (for example 'Support call'), the second is the action column (activity) what do you do ('Assign call to a technician') the third is the result column (output) what do you want to achieve ('New log entry'). Your output then becomes the next input and you are off!

Level 2 options presented on click

Paul's shortcut of the month

When viewing any webpage if you want to click on a link, try using ctrl click to open the page in a new tab.

Level 3 options presented on click of level 2 option

Triaster Software Release Version 11.2
The headlines

Triaster Server software version 11.2

Triaster Server software version 11.2 is in the latter stages of testing, with a release planned for late Spring/early Summer 2012.

Version 11.2 combines all previous Triaster Server software (Browser Toolkit, Publication Sever & Improvement Workbench) together with a default set of Report Exchange reports.

It contains over 20 feature enhancements and a few issue fixes. Many of the enhancements are features requested by the User Group (and discussed with Customer Focus Groups) as well as improvements to simplify the Library interface and reduce the Library administration overhead.

The remaining enhancements are 'back office' improvements to simplify the software architecture, streamline its configuration, and move towards customer-upgradeable server software.

The 'headlines' in respect of the Triaster Server version 11.2 are below:

- **Alerts and Approvals.** This is *entirely new* functionality developed to minimise the governance overhead of content review and approval. This feature drives the process by which content is fully approved prior to Live publish. In addition it automatically generates records of changes for audit purposes, compiles a full on-going revision history with snapshots of previous map versions, produces targeted notifications of amendments and alerts users to both outstanding work and changes made to Library content.

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- **Improved Publication Interface.** This feature delivers real-time updates of publication progress and online storage of log files so that there is no need for email attachments.
- **Load-balanced Publication Capability.** Another *entirely new* feature to deliver faster, more reliable publications and a failover facility. This functionality enables publication tasks to be carried out in parallel which provides failover functionality and decreases the total publication time, as well as improving the scalabilty of the Triaster server solution. With version 11.2, there could be two or more publication servers each working on publishing content within one map store. Therefore, four servers working in parallel could potentially give a 75% reduction in publication time. In addition, if one of the servers "stalls" (for example, if a map cannot be loaded because it is corrupt) the remaining servers will continue to publish the rest of the maps.
- **Interactive Grid in Reports.** A further *brand new* feature which allows report data (such as Ownership or Systems) to be dynamically filtered, ordered and grouped. This allows customisation of how data is reported to ensure that it is most useful for Library users. It will be possible to revert back to the original reports.
- **Improved Design and Layout.** The design and layout of the Triaster Library has been updated in order to both improve consistency and styling across the whole Library, but also to separate Triaster and customer content. This will enable easier release of additional functionality and reports in future and help to simplify the administration of Library upgrades (after version 11.2). Some customisation, particularly of fonts and colours, remains a standard part of the implementation.

- **Improved Site Comparison Tool.** Considerable improvements have been made to this feature, which allows comparison of sites to give, for example, information on cost and time savings. It also delivers a transition checklist.
- **Improved Search Tool.** Version 11.2 allows the Library Administrator to tailor the Process Map search to what your users find most useful. The term "Map" replaces "Node" by default and process maps are shown at the top of search results. And…the Enter key now works properly!

- **Auto-populates filter drop-downs for** Ownership, Roles and Systems.
- **Simplified Activation.** There is now just one activation required for all server components, which can be performed from within Library Administration.
- **Report Exchange Integration.** The Report Exchange is set up and ready to use with version 11.2. It can then be updated with any new reports created, by just downloading them from Triaster's website and saving them on your web server.
- **64-bit Compatibility.** Version 11.2 will be compatible with 64-bit versions of Windows Servers.
- **Issue Fixes.** The issues fixed can be reviewed at: http://knowledgebase.triaster.co.uk/Current-known-issues

Upgrading to Triaster Server version 11.2

This will be a reasonably complex process which will be delivered free of charge by remote installation (only) by Triaster for all Library customers. There will of course be the option to purchase on-site services to install this upgrade for those organisations unable to provide remote access.

As version 11.2 can be installed in parallel (on the same server) with previous versions, there will be minimal impact for Library users. The latest version can be installed, configured and tested with the current Library still Live.

The upgrade process will cover a period of liaison and discussion regarding carry forward of customisations in respect of your current Library and integration with version 11.2 functionality. This will take place on a first come first serve basis, although we will of course do our best to deliver to any specific business deadlines which you let us know about.

Triaster will be offering a services package in respect of making the most of the Alerts and Approvals and other new functionality and free consultations in respect of the benefits of the load-balanced publication capability.

Process Navigator

Process Navigator version 11.2 will be released at the same time as the Triaster Server version 11.2, to keep Triaster's desktop and server software versions in sync.

More details on all of the above will be given on release. Images are subject to change.

Triaster launch events for v.11.2

As some of you may remember, last year Triaster asked our customers to vote on when the next Triaster conference should be held. Many of our customers, who had wanted to attend the 2010 conference, couldn't do so because of travel restrictions and budget freezes and we wondered if these would still be in place in 2012.

The results of the poll were that we should delay the next conference until 2013.

However given the substantial new features to be released in the Triaster software version 11.2, we are planning to run a series of 1 day Launch Events at our offices in Wallingford. So not quite a conference, but something to keep you up-to-date.

The launch events will be free to attend and there will be a choice of at least three dates. These will be announced on release of version 11.2, but in the meantime if you are interested in attending a launch event, please let us know by e-mailing crt@triaster.co.uk

Please contact Jo Dolton for more information about Agreements by calling +44 (0)870 402 1234 or e-mailing crt@triaster.co.uk.

Triaster Agreements

Triaster will be updating the Triaster Agreements as well as the costs of some individual items as of 1st May 2012. Full details will be provided to all customers. Please contact Jo Dolton if you have not received this information by the end of March 2012, calling +44 (0)870 402 1234 or e-mailing crt@triaster.co.uk.

We are also introducing 2 new opportunities to use Benefit Credits as follows:

On-Site Visits

Especially for our overseas customers, the ability to purchase an on-site visit anywhere in the world for up to 1 business week, at the cost of 2 Benefit Credits, with all expenses covered by Triaster. On-site visits can cover training, general consultancy, deskside assistance and even presentations.

Priority Support

For those customers looking for that extra level of technical assistance, a dedicated contact for direct technical queries, bypassing the usual Support process. Also someone to make those odd configuration changes when required without further cost. Priority Support can now be purchased separately on an annual basis as required for just 2 Benefit Credits.

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T.U.G. News

Linda Spinks presents the latest news from the User Group

Linda Spinks // User Group Chairperson

We tell you

Once again it's great to see that the next User Group meeting (hosted by Balfour Beatty on April 26th) is already fully booked. Please do remember to book on to these events as soon as you can, as they are very popular. There are often regular attendees for this meeting, but we always make room to include new and different customers each time, as this is essential to provide new ideas and discussion points within the group.

We are always open to offers of host locations for these meetings, as we like the meeting to take place at varied customer locations around the UK. Catering costs are covered by the Triaster User Group budget. Please let us know if you are interested in hosting a meeting.

Also, a reminder that there are still a few places available for anyone who wishes to attend the next Education Group meeting, which is taking place on 30th March at the University of Kent.

You tell us

Last year Triaster introduced Technical Workshops following specific requests from the User Group to provide a forum for communicating the more technical side of the solution to IT/Technical contacts. These workshops are free to many customers under their Triaster Agreement and only £450 to those not eligible. So far Triaster have only been able to run 2 workshops due to the lack of numbers booking onto them. Therefore, Triaster are keen to understand whether there is no longer a requirement for these sessions, whether they should be less frequent or whether there is something else they should know!

Please do send your comments and feedback on this via the LinkedIn discussion group at www.triaster.co.uk/connector or if you are unable to access this, via e-mail to: user.group@triaster.co.uk

Balfour Beatty Utility Solutions, Sheffield

The next Education Group Meeting will be taking place at the University of Kent in Canterbury on 30 March 2012.

Kent University - Our Education User Group venue

We would also love to hear your thoughts on the use of Linked-In for the User Group Forum. It's been over a year now since we decided to use this option, because of difficulties with the old Google site. So far it seems that there are a number of regular contributors, but not as many people joining discussions as we would like. Is this because everyone is simply too busy, or are there other factors involved? Please let us know.

user.group@triaster.co.uk

Tech News

Maintaining your flash-menu.xml file

John Blight // Technical Support Manager

The menus associated with dynamic Flash-based home pages are defined by an XML file. Although we think that maintaining such a text-based file is relatively straightforward, there are some simple techniques that can make it more so.

Use Internet Explorer to validate the XML

Opening the flash-menu.xml file in Internet Explorer is a simple way of validating the XML.

Double-click on a flash-menu.xml file, which will usually open it in Internet Explorer.
If necessary, scroll to the bottom of the file.

If the XML is valid, then the complete content of the file should be displayed. If there are errors, then Internet Explorer will report the first it encounters. The message won't necessarily identify the problem clearly, but at least you'll know there's an issue.

An alternative editor to Notepad

Although some are comfortable using Notepad to edit flash-menu.xml files, others may find the extra formatting features in a text editor such as Notepad++ helpful in presenting the XML in a more structured way. Notepad++ is a free utility, available from:
http://notepad-plus-plus.org/

When it's installed, there is usually an option to open a file in Notepad++ from that file's right-click menu.

Reserved characters

There are some characters that are interpreted as having special meaning in XML. Such characters need to be represented by codes, known as entities.
http://www.w3schools.com/html/html_entities.asp

A common issue is the use of ampersands in names and file-paths. There may be a menu item like this:

```
<menu name="Level 1 menu items">
  <item name="This & that" url="../html/my%20folder/
this&that.html" />
</menu>
```

Such a flash-menu.xml file wouldn't be read properly when in situ, and the menus wouldn't be displayed. If opened in Internet Explorer, it would produce an error. The menu item needs to be written like this:

```
<menu name="Level 1 menu items">
  <item name="This &amp; that" url="../html/my%20
folder/this&amp;that.html" />
</menu>
```

Where ampersands are expressed by the entity '&'. Note: in the above example, you may notice that the space in the URL is encoded as '%20'. More information on URL encoding can be found here:
http://www.w3schools.com/tags/ref_urlencode.asp

Use indenting

The menu has a hierarchical structure.
```
<menu name="links">
   <menu name="Level 1">
      <menu name="Level 2">
         <item name="My process map" url="../html/
myprocessmap.html" />
      </menu>
   </menu>
</menu>
```

By making indenting consistent with the levels with which the menu and item tags are associated, the structure should be more manageable, and problems such as missing tags more easily identifiable.

This article was prompted by recent customer queries. If you have questions on this matter, or perhaps your own recommendations, do let us know.

Meet Emily Constance
Business Operations Manager

Fact File

Joined Triaster
2008

Before that
Worked at the British Franchise Association, accrediting Franchisors

Professionally she is most proud of …
Seeing and being part of our customers' success

Hobbies
Going to the gym, spin classes & taking Holly for nice long walks →

Likes
Tea, Polo Mints & Top Gear (TV programme)

Dislikes
Frogs/Toads, Mushrooms & Eastenders

Everyone at Triaster will always remember that…
She makes a fabulous white chocolate cheesecake!

Emily's primary role at Triaster is to project manage the delivery of customer projects. Of course when this is done well, no-one really notices it's happening, but everything is delivered on time and within budget. Implementation of the Triaster Process Library involves consultancy, training, design, technical implementation and quite often, development. Emily makes sure that not only is everything delivered at the right time and in the right order, but that all customer milestones and deadlines are achieved. Although this means a lot of plate spinning she (seemingly effortlessly) quietly keeps us all on track.

We asked Emily about the different types of projects that she manages and which are hardest to keep on track! This is what she said:

"

The nice thing about being a project manager is that you work with lots of different customers on a variety of different projects. These can vary from implementing a new system, upgrading a Library, or creating bespoke customisations of the Library or Stencil and Template - and no two projects are ever the same.

My biggest challenge is delivering projects within a set timescale. Although I can manage Triaster's resources, it is sometimes hard to manage customer technical resources, as they usually have a lot of similar priority projects. I have learnt that the more notice we can give IT departments the better, so I always try to get them involved as soon as possible. With new implementations we invite IT to a Project Initiation Workshop; this is when the project objectives and milestones are agreed. This has proven helpful as it gives a background to the project and an understanding of what has been agreed.

The most enjoyable part of my role is the people I work with, Triaster really is a fantastic community and it's a real pleasure to be part of it.

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Community Events

Jo Dolton reviews the upcoming calendar

Jo Dolton // Customer Relationship Manager

Triaster and our customers host a number of events as listed below. Many of these events are free of charge to organisations with a Trusted Partner Licence Agreement. For more information and registration for Community Events please go to: www.triaster.co.uk/events

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
19th & 20th March 2012 21st & 22nd May 2012 21st & 22nd June 2012	**Triaster 2 Day Training - Creating Maps For Your Library**	Anyone needing to map their processes	This training course covers the basic software skills needed to create process maps with Process Navigator and publish them to your Library. "The whole course was useful. I have been busy with Triaster for some 6 months - and I finally get the concept...before that I was just messing about really..."	Triaster HQ, Oxfordshire
30th March 2012	**Education Special Interest Group Meeting**	Triaster customers in the Education sector	Meeting users in the Education sector who are able to share, understand and solve each other's problems. "I found the Education User Group a focussed, informative and open forum which offers the ability to freely air your thoughts/concerns amongst like-minded people." SQA	University of Kent, Canterbury
2nd - 4th April 2012	**AUA Higher Education Conference**	Triaster customers in the Education sector	The University of Kent and Triaster are jointly presenting the conference session: 'How to make things simpler: using process mapping technology'. This session aims to illustrate how the team at Kent has begun to use business process mapping as part of a lean approach to improve efficiency, consistency and communication across its administration. The session will talk through the first phase of the project: its rationale and context, initial challenges and key learning points.	University of Manchester, Manchester www.tinyurl.com/AUAcon
11th April 2012 9th May 2012	**BIN Webinar (Sponsored by Triaster)**	Anyone interested in business improvement	Connect. Share. Learn. Webinars covering differing aspects of business improvement and quality are held every second Wednesday of every month, starting at 10 a.m. GMT.	www.bin.co.uk/events
26th April 2012	**Customer User Group** **Fully Booked**	All Triaster customers	A great opportunity to meet customers from a variety of industries and share your views and experiences of Triaster.	Balfour Beatty Utility Solutions, Sheffield

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Join the discussion at www.triaster.co.uk/connector
Call us on +44 (0)870 402 1234

Date	What is the Event?	Who benefits from attending?	How will I benefit?	Location
23rd May 2012	**Triaster Customer Focus Day**	Project Leaders interested in influencing the development of Triaster software & services	Customer Focus Days give the opportunity to workshop with Triaster development regarding both software and services and directly influence and impact the end results. "An invaluable opportunity to influence the development of the product" Aero Engine Controls	Triaster HQ, Oxfordshire
14th June 2012	**Triaster Training - Technical Workshop**	Library Administrators, IT and support professionals	The workshop answers in-depth all of the commonly asked technical questions about the Triaster Server installation, as well as providing plenty of opportunity for delegates to discuss their own systems. "Helps you understand the product better; how it works making it more likely you can fix problems yourself without having to contact support." Fujitsu	Triaster HQ, Oxfordshire
18th - 20th June 2012	**BPM Conference**	Anyone interested in Process Management	'Getting Value from User-centric Process Libraries' jointly presented by General Dynamics UK, ING Direct UK and Skanska UK.	Radisson Blu Portman Hotel, London, www.irmuk.co.uk/bpm2012
9th July 2012	**Triaster Training - Process Discovery Facilitation**	Anyone responsible for process discovery	Training that covers the skills and approaches that will enable you to successfully facilitate your process discovery workshops. (Triaster can also deliver on-site process discovery workshops.)	Triaster HQ, Oxfordshire

How can we help?

In the January Connector we introduced you to a range of packages that Triaster are able to offer to help take your project to the next stage. Following this, we have had some great feedback from customers who have appreciated having an outline of such services, that they weren't otherwise aware of. The package generating most interest so far has been the "Library Communication Programme". Given that changing your corporate culture is the most challenging aspect of implementing a Process Library, we are not surprised.

To discuss Triaster Service Packages, please give us a call: tel +44(0)870 402 1234 or e-mail: info@triaster.co.uk

From the Community

Latest news & discussion

Congratulations to Triaster Developer Samyak, who is getting married at the end of April.

We wish both Samyak & his future wife all happiness for their life together.

Congratulations too, to Julie Mack from 3663 on her recent engagement.

STOP PRESS!
Congratulations to Darren Garton from NG Bailey on the arrival of his baby boy; Harrison Benjamin Oliver-Garton, weighing 8lb 3oz, born on 12th March.

Live from LinkedIn   **Linked in**

"Does anyone carry out Progress to Process Excellence self-assessments?

We have been carrying out a process excellence self-assessment for several years and are interested in gaining an appreciation of what others do, to see how we might evolve."

From Mary Derrick at Spirax Sarco

Can you answer this? Post your comments here:
 www.tinyurl.com/ProcessExcellence

The January/February winner is:
Steve Steeds
Congratulations! Your £15 Amazon voucher is on its way to you! Many thanks to everyone else who took part; it was a particularly tricky one.

January/February Edition Puzzle winner

The answer was £121,777.78

The formula needed to work it out is:

Expected Cost =
$$28000 \times (1 + .25/.75) + 76000 \times (1 + .1/.9)$$

The 3 'U's of Great Process Libraries

Useful, Usable and Used

Michael Cousins // Managing Director

Over the years, in many of the conversations I have had with business analysts, process mappers, line managers, improvement professionals and senior directors, there has been a common thread of questions regarding process documentation that goes something like this:

"How can I get the staff in my company to make more use of the process documentation we create for them?"

And as I've thought more and more about this, I have realised that it boils down to what I will call the 3 'U's of Great Process Libraries.

Great Process Libraries are Useful, Usable, and Used. By contrast, all other Process Libraries are a waste of time and space.

So, what makes a Process Library Useful?

- It contains information the reader is interested in knowing
- The information is accurate
- The information is complete
- If the person performs the process as described, they get the outcome they are expecting

And how about Usable?

- The information can be understood by the intended audience
- The information can be accessed quickly, and ideally more quickly than any other possible means
- The user interface to the information is simple enough to require virtually no training

And what about Used?

- Staff understand that changes to the process are communicated via the Library, and therefore reference it periodically

- Core business processes refer to the Library (things like appraisals, inductions, performance reviews, job descriptions and job interviews)
- Management regularly review the processes in the Library together with the staff responsible for performing those processes

Please read the full article at
www.triaster.co.uk/connector

This explores more of these ideas and provides practical tips on delivering a Great Process Library.

Win a £20 Marks & Spencer Voucher!

Puzzle Competition

From the 'Three User-centric Process Libraries' article pick out an example of one of each of the 3 'U's in action.

The winner will receive a £20 Marks & Spencer's voucher. Please email your answers to puzzle@triaster.co.uk by 5p.m. GMT 30th April 2012.

All correct answers will go into a price draw and the winner will be drawn at random. The winner and their winning answer will be announced in the next edition.

connector
Linking the Triaster community